Government of **Western Australia** Department of **Health**



After a serious clinical incident

This information is designed to help you or your family, carer or friends as a starting point after a serious clinical incident in a hospital or healthcare facility.

We understand the distress this event has caused you and your family. We are committed to finding out what happened, why it happened and how we can make changes to prevent or reduce the risk of a similar incident occurring again.

You can speak to us at any time. We will answer your questions as best as we can.

Your dedicated contact person

We have assigned a dedicated contact person to help you during this time.

Dedicated contact person
Name
Position
Phone number
Alternate phone number
Email address
Days and hours of work

Your contact person will be in touch to help you understand any meetings, reviews and investigations that might take place. You can choose if you want to be part of the process – and to what extent.

If you agree to be involved, your dedicated contact person will be in regular, ongoing communication with you and connect you with the right people to answer your queries.

Access to additional support such as translators and pastoral care services is also available.

Open disclosure

Open disclosure provides an opportunity for you to talk about your experience. This conversation is led by a different team to your medical treatment team.

Reviewing the incident

A team of clinical staff – not involved with the incident – will talk to the people involved and gather all relevant information.

Your personal experience of the incident is an important part of the review process. You and your family and friends are invited to share what you saw or experienced.

This review is not focused on misconduct. This will be covered in a separate process if there are concerns related to staff performance or conduct.

Draft report

Once the review is complete, a draft report will detail what happened and probable reasons why. The report can sometimes be technical, so it can be helpful to review it with your dedicated contact person and/or the open disclosure team.

You and your family will be invited to meet with the healthcare service to talk about the report findings.

What happens next?

The final report will include recommended changes designed to prevent a similar incident happening again. A staff member will be assigned to ensure the recommendations are implemented.



Your feedback

We want to make sure you are heard and welcome your feedback.

You can talk to your dedicated contact person for advice or you can lodge a complaint at any time in relation to the care you received.

Ask for details about your health service's consumer feedback processes.

External advocacy agencies

- Health and Disability Services Complaints Office (https://www.hadsco.wa.gov.au/) (HaDSCO) offers an impartial resolution service for complaints relating to hospitals and healthcare services in WA. Contact HaDSCO on (08) 6551 7600 or 1800 813 583 or via email mail@hadsco.wa.gov.au
- The Ombudsman (<u>https://www.ombudsman.wa.gov.au/</u>) is also available to resolve complaints about public sector decision making and practices. Contact the Ombudsman on (08) 9220 7555 or 1800 117 000.
- The Health Consumers' Council (HCC) of WA (<u>https://www.hconc.org.au/</u>) provides support and advocacy services for WA public health system consumers. Phone 9221 3422, 1800 620 780 (country only) or email <u>advocacy@hconc.org.au</u>

Who else might be involved?

- The Coroner will sometimes investigate an unexpected death in a WA healthcare service. This is separate to the clinical incident review and the Coroner will work with a dedicated police unit to comply with the legal requirements for the investigation.
- The Patient Safety Surveillance Unit has more information if you want to know more about how the Department of Health interacts with healthcare services and the coronial system. <u>https://ww2.health.</u> wa.gov.au/Articles/A_E/Coronial-Liaison-Unit
- The Coroner's Court also provides a counselling service to support the next of kin and family – Coronial Counselling Service (<u>https://coronerscourt.wa.gov.</u> <u>au/C/coronial_counselling_service.aspx</u>)

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Your questions

Use this section to write down questions you have